Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 1	1 1
		Wayne Andersen	3 3	3 3
		Assigned to Individual Total	4 4	4 4
	Help Desk	Brenda Treadway	1 1	1 1
		Tom Paden	1 0	1 0
		Assigned to Individual Total	2 1	2 1
	Metro D Desktop Support	Greg Clawson	88 83	88 83
		Kevin Perry	2 0	2 0
		Rod Tucker	43 43	43 43
		Assigned to Individual Total	133 126	133 126
	Metro D Help Desk	John Robinson	2 1	2 1

Alcoholic Beverage Control

			Low	FCR Total
Alcoholic Beverage Control	Metro D Help Desk	**Assigned to Individual Total**	2 1	2 1
	Assigned Group Total		141 132	141 132
Customer Company Total			141 132	141 132

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	**MIR Total**
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0	1 0
		Wayne Andersen	3 0	3 0
		Assigned to Individual Total	4 0	4 0
	Help Desk	Brenda Treadway	1 0	1 0
		Tom Paden	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro D Desktop Support	Greg Clawson	88 0	88 0
		Kevin Perry	2 1	2 1
		Rod Tucker	43 0	43 0
		Assigned to Individual Total	133 1	133 1
	Metro D Help Desk	John Robinson	2 0	2 0

Alcoholic Beverage Control

			Low	MIR Total
Alcoholic Beverage Control	Metro D Help Desk	**Assigned to Individual Total**	2 0	2 0
	Assigned Group Total		141 1	141 1
Customer Company Total			141 1	141 1

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0.00	1 0.00
		Wayne Andersen	3 0.00	3 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Tom Paden	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro D Desktop Support	Greg Clawson	88 0.01	88 0.01
		Kevin Perry	2 1.34	2 1.34
		Rod Tucker	43 0.00	43 0.00
		Assigned to Individual Total	133 0.02	133 0.02
	Metro D Help Desk	John Robinson	2 0.00	2 0.00

Alcoholic Beverage Control

			Low	ATTIR Total
Alcoholic Beverage Control	Metro D Help Desk	**Assigned to Individual Total**	2 0.00	2 0.00
	Assigned Group Total		141 0.02	141 0.02
Customer Company Total			141 0.02	141 0.02

Enterprise Incident Report September 2012

As of **10/1/2012**

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0	1 0
		Wayne Andersen	3 0	3 0
		Assigned to Individual Total	4 0	4 0
	Help Desk	Brenda Treadway	1 0	1 0
		Tom Paden	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro D Desktop Support	Greg Clawson	88 1	88 1
		Kevin Perry	2 1	2 1
		Rod Tucker	43 0	43 0
		Assigned to Individual Total	133 2	133 2
	Metro D Help Desk	John Robinson	2 0	2 0

Alcoholic Beverage Control

			Low	MR Total
Alcoholic Beverage Control	Metro D Help Desk	**Assigned to Individual Total**	2 0	2 0
	Assigned Group Total		141 2	141 2
Customer Company Total			141 2	141 2

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents	
			Bottom Number - Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTR Total**
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0.00	1 0.00
		Wayne Andersen	3 0.00	3 0.00
		Assigned to Individual Total	4 0.00	4 0.00
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Tom Paden	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Metro D Desktop Support	Greg Clawson	88 0.17	88 0.17
		Kevin Perry	2 5.20	2 5.20
		Rod Tucker	43 0.00	43 0.00
		Assigned to Individual Total	133 0.19	133 0.19
	Metro D Help Desk	John Robinson	2 0.11	2 0.11

Alcoholic Beverage Control

			Low	ATTR Total
Alcoholic Beverage Control	Metro D Help Desk	**Assigned to Individual Total**	2 0.11	2 0.11
	Assigned Group Total		141 0.18	141 0.18
Customer Company Total			141 0.18	141 0.18

Alcoholic Beverage Control

Detail

INC000000572255	Justin Broderick	Print/Copy/Scan/Fax	None	None		TIR Missed:	Yes	2.02
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed:	Yes	9.00
INC000000572425	Liquor Store 22	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000572998	Liquor Store 24	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000572999	Liquor Store 19	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573000	Bill Garner	Application	Error	Surveillix Surveillance Systems		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573002	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573006	Liquor Store 45	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.04
INC000000573196	Liquor Store 17	Application	Error	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573201	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573630	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573698	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573699	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000573762	Margaret Hardie	Application	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574350	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00
INC000000574353	Liquor Store 41	Print/Copy/Scan/Fax	Incident	Triversity Point-of-Sale		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.67
INC000000574379	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed:	No	0.00

Alcoholic Beverage Control

INC000000574450	Liquor Store 27	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574452	Liquor Store 35	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574778	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574823	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574844	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574845	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574943	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.04
INC000000574944	Liquor Store 44	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574948	Liquor Store 41	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574997	Liquor Store 43	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000574998	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575000	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575010	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575011	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575014	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575342	Lorrie Hill	Application	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575498	Liquor Store 19	PC/Laptop	Error	Microsoft Windows XP Professi(		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000575505	Liquor Store 18	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575614	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575621	Liquor Store 13	Application	Reporting	None	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575716	Liquor Store 01	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575882	Liquor Store 18	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575944	Liquor Store 07	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575957	Liquor Store 41	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000575968	Liquor Store 37	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576179	Liquor Store 39	EIS Hardware	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576181	Liquor Store 01	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576185	Liquor Store 27	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576265	Liquor Store 37	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576460	Liquor Store 05	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576626	Liquor Store 25	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576627	Liquor Store 43	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576634	Liquor Store 02	EIS Hardware	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000576636	Liquor Store 19	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000576960	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000576964	David Higley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	1.28
INC000000576976	Liquor Store 30	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577009	Liquor Store 14	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577176	Liquor Store 10	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577238	Liquor Store 13	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577424	Liquor Store 45	EIS Hardware	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577425	Liquor Store 36	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577724	Liquor Store 44	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577876	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000577987	Liquor Store 45	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000578014	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000578017	Liquor Store 13	EIS Hardware	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000578020	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000578062	Liquor Store 10	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000578134	Liquor Store 27	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000578140	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000578170	Liquor Store 07	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578445	Sergio Squinonez	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578481	Katherine Birch	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578828	Liquor Store 07	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578829	Liquor Store 45	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578840	Liquor Store 02	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578841	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578849	Katherine Birch	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Tom Paden	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578853	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578854	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578855	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578856	Liquor Store 30	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578857	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578858	Liquor Store 35	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578859	Liquor Store 42	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578860	Liquor Store 40	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000578870	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000578871	Liquor Store 11	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed:	No	0.00
INC000000578877	Liquor Store 04	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000578881	Liquor Store 44	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed:	No	0.00
INC000000578882	Liquor Store 16	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed:	No	0.00
INC000000579076	Liquor Store 34	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000579613	Liquor Store 27	Print/Copy/Scan/Fax	Incident	Triversity Point-of-Sale			TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000579742	Liquor Store 29	Print/Copy/Scan/Fax	Incident	Triversity Point-of-Sale			TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000579858	Liquor Store 39	Application	Error	Triversity Point-of-Sale			TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000580063	Liquor Store 16	EIS Hardware	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000580065	Tammy Bolte	EIS Hardware	PC/Laptop	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000580480	Liquor Store 30	Application	Error	Triversity Point-of-Sale			TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000580601	Charlotte Evans	Application	Reporting	Novell eDirectory			TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000580688	Liquor Store 24	EIS Hardware	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000580690	Liquor Store 24	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000581135	Liquor Store 44	Application	None	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000581292	Ryan J Sorensen	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00
INC000000583005	Liquor Store 29	PC/Laptop	Hardware	None			TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed:	No	0.00

Alcoholic Beverage Control

INC000000583006	Liquor Store 42	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583008	Liquor Store 28	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583432	Liquor Store 26	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583438	Liquor Store 01	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583444	Liquor Store 28	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583624	Liquor Store 04	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583791	Liquor Store 28	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000583885	Ryan J Sorensen	Application	Error	Access Point	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.22
INC000000584086	Liquor Store 38	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584176	Liquor Store 14	Application	Reporting	None	TIR Missed: No	0.28
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.28
INC000000584273	keith zuspin	None	None	None	TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584450	Liquor Store 41	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584451	Liquor Store 38	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584458	Liquor Store 38	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584522	Anita Knowley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.66
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	1.40
INC000000584720	Liquor Store 38	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000584723	Liquor Store 28	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000584875	Keith Zuspan	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	0.28
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: Yes	12.32
INC000000584903	Cindy L Holmes	None	None	None	TIR Missed:	No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585125	Liquor Store 41	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585126	Liquor Store 28	Network	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585127	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585139	Liquor Store 21	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585141	Liquor Store 26	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585501	Liquor Store 19	Application	Error	Surveillix Surveillance Systems	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585546	Benjamin Buys	None	None	None	TIR Missed:	No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585634	Liquor Store 15	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585637	Liquor Store 05	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585638	Liquor Store 19	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585639	Liquor Store 37	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585684	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585685	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585686	Liquor Store 12	Application	Error	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000585687	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000585689	Liquor Store 01	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low		Resolved	TTR Missed: No	0.00
INC000000585690	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low		Resolved	TTR Missed: No	0.00
INC000000585692	Liquor Store 05	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low		Resolved	TTR Missed: No	0.00
INC000000585693	Liquor Store 23	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low		Resolved	TTR Missed: No	0.00
INC000000585694	Liquor Store 32	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low		Resolved	TTR Missed: No	0.00
INC000000585730	Cindy L Holmes	None	None	None			TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low		Resolved	TTR Missed: No	0.00